Emotional Intelligence

- Personal competence
- Social competence

Emotional Intelligence

- Personal competence
  - Self-awareness
- Social competence

Emotional Intelligence

- Personal competence
  - Self-awareness
  - Self-regulation
- Social competence

Emotional Intelligence

- Personal competence
  - Self-awareness
  - Self-regulation
  - Motivation
- Social competence

Emotional Intelligence

- Personal competence
  - Self-awareness
  - Self-regulation
  - Motivation
- Social competence
  - Empathy

Emotional Intelligence

- Personal competence
  - Self-awareness
  - Self-regulation
  - Motivation
- Social competence
  - Empathy
  - Social skills

B.O.E.I. Categories

B.O.E.I. Categories

- Job happiness

B.O.E.I. Categories

- Job happiness
- Compensation

B.O.E.I. Categories

- Job happiness
- Compensation
- Work/life stress management

B.O.E.I. Categories

- Job happiness
- Compensation
- Work/life stress management
- Organizational cohesiveness

B.O.E.I. Categories

- Job happiness
- Compensation
- Work/life stress management
- Organizational cohesiveness
- Supervisory leadership

B.O.E.I. Categories

- Job happiness
- Compensation
- Work/life stress management
- Organizational cohesiveness
- Supervisory leadership
- Diversity and anger management

B.O.E.I. Categories

- Job happiness
- Compensation
- Work/life stress management
- Organizational cohesiveness
- Supervisory leadership
- Diversity and anger management
- Organizational responsiveness

Make Your Workplace Great

Make Your Workplace Great

- Hire the right people

Make Your Workplace Great

- Hire the right people
- Compensate them fairly

Make Your Workplace Great

- Hire the right people
- Compensate them fairly
- Don't overwork or underwork them

Make Your Workplace Great

- Hire the right people
- Compensate them fairly
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- Build strong teams

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- Make sure managers can manage

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- Treat people with respect

Make Your Workplace Great

- Hire the right people
- Compensate them fairly
- Don't overwork or underwork them
- Build strong teams
- Make sure managers can manage
- Treat people with respect
- Win their hearts and minds

The Bar-On Model

The Bar-On Model

- Intra-personal items

The Bar-On Model

- Intra-personal items
- Inter-personal items

The Bar-On Model

- Intra-personal items
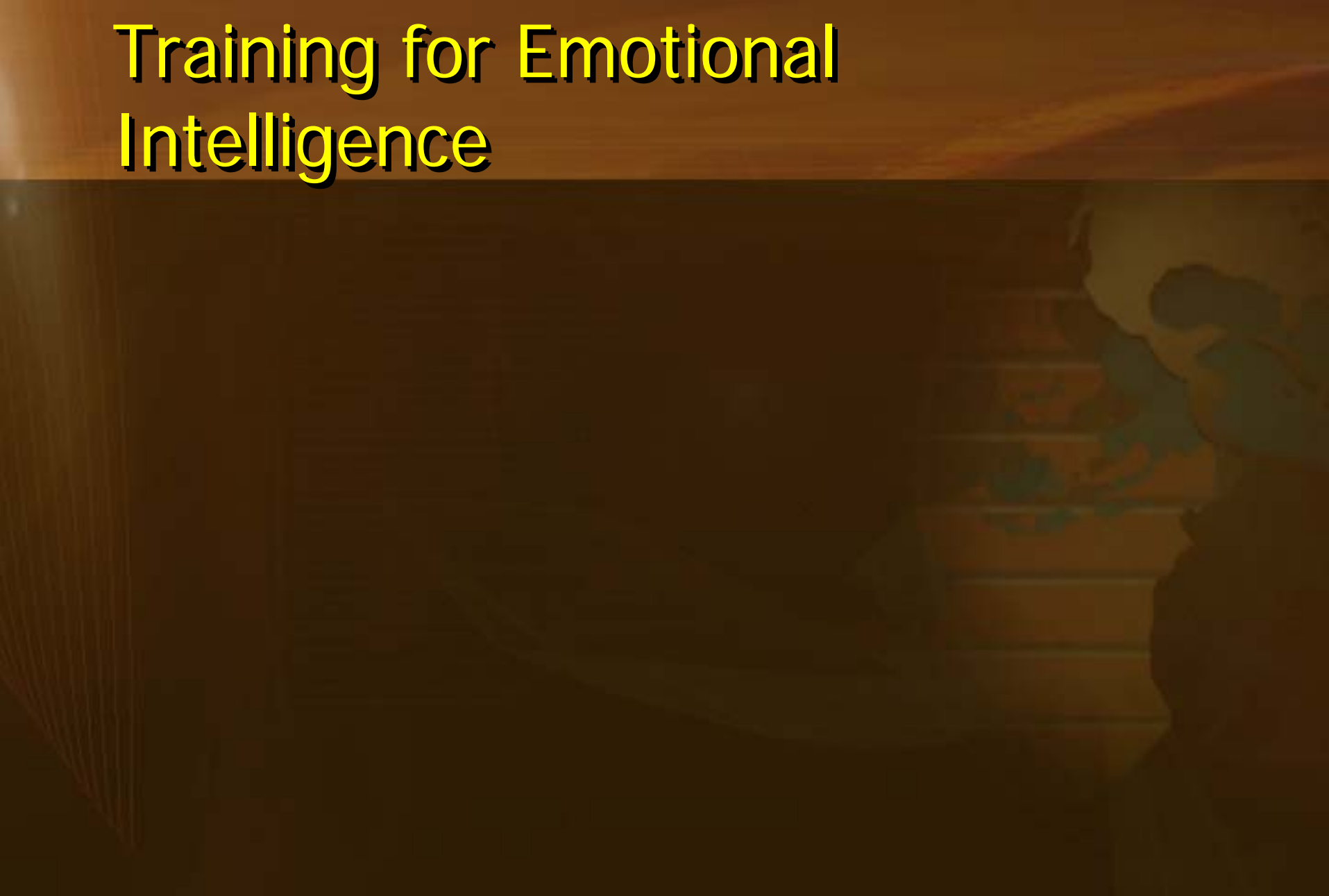- Inter-personal items
- Adaptability items

The Bar-On Model

- Intra-personal items
- Inter-personal items
- Adaptability items
- Stress management items

The Bar-On Model

- Intra-personal items
- Inter-personal items
- Adaptability items
- Stress management items
- General mood items

Training for Emotional Intelligence

Training for Emotional Intelligence

- Create an encouraging environment

Training for Emotional Intelligence

- Create an encouraging environment
- Gauge readiness

Training for Emotional Intelligence

- Create an encouraging environment
- Gauge readiness
- Help learners set goals

Training for Emotional Intelligence

- Create an encouraging environment
- Gauge readiness
- Help learners set goals
- Model desired skills

Training for Emotional Intelligence

- Create an encouraging environment
- Gauge readiness
- Help learners set goals
- Model desired skills
- Encourage practice, provide feedback

Training for Emotional Intelligence

- Create an encouraging environment
- Gauge readiness
- Help learners set goals
- Model desired skills
- Encourage practice, provide feedback
- Inoculate against setbacks

Training for Emotional Intelligence

- Create an encouraging environment
- Gauge readiness
- Help learners set goals
- Model desired skills
- Encourage practice, provide feedback
- Inoculate against setbacks
- Build in follow-up support